

ABSTRAK

Indonesia mengalami reformasi pada sistem tata pemerintahan Indonesia yaitu dengan adanya sistem desentralisasi yang melahirkan otonomi daerah di masing-masing wilayah. Adanya sistem desentralisasi tersebut bertujuan untuk menghasilkan pelayanan publik sesuai kebutuhan masyarakat di masing-masing wilayah melalui organisasi publik. Penelitian ini bertujuan untuk mengetahui pengaruh penerapan *good governance*, pengendalian internal, dan komitmen organisasi sebagai variabel moderasi terhadap kinerja organisasi publik.

Populasi penelitian ini adalah seluruh PNS dalam DispendukCapil Kota Surabaya, dengan jumlah responden sebanyak 52 pegawai. Metode pengambilan data yang digunakan adalah kuesioner dengan skala *likert* 1 sampai 5. Analisis data yang digunakan adalah analisis regresi sederhana dan *Moderated Regression Analysis* (MRA).

Hasil analisis sederhana menunjukkan bahwa penerapan *good governance* dan pengendalian internal berpengaruh positif terhadap kinerja organisasi publik. Hasil analisis menggunakan MRA dapat diketahui bahwa komitmen organisasi memperkuat pengaruh penerapan *good governance* terhadap kinerja organisasi publik. Komitmen organisasi memperkuat pengaruh pengendalian internal terhadap kinerja organisasi publik.

Kata kunci : *good governance*, pengendalian internal, komitmen organisasi, kinerja organisasi publik.

ABSTRACT

Indonesia has its reformation in Good Governance. It reflects on the decentralisation system which build on the autonomous in each area. While, with the decentralisation system, it proposed suitable public service based on the society needs. This research aimed to find out the effect of good governance implementation, internal controlling, and organization commitment as moderated variable on the public organization performance.

The population was all civil servants in the Population and Civil Registration Agency, Surabaya. In line with, there were 52 employees as the respondents. While, the instrument used questionnaire with Likert 1 to 5 scale. Moreover, the data analysis technique used simple and moderated regression analysis (MRA).

From the simple regression analysis, it concluded the implementation of Good Governance and internal controlling had significant effect on the public organization performance. Furthermore, the analysis result of MRA concluded organization commitment had strengthen the effect of good governance implementation on the public organization performance. In addition, the organization commitment had strengthen the effect of internal controlling on the public organization performance.

Keywords: *Good Governance, Internal Controlling, Organization Commitment, Public Organization Performance.*